



RESIDENT MOVE IN MOVE OUT PROCESS

MOVE IN

All televisions must be out of their box and in place prior to a Set Top Box and/or internet installation. Simply call OpticalTel at 855-303-4237 for specific details.

Tenants are required to provide the written/digital authorization from the Owner for Opticaltel equipment installation.

MOVE OUT

Regardless whether you receive a monthly statement from OpticalTel or not. Call OpticalTel at 855-303-4237 to disconnect and close your Opticaltel account for your video, internet and/or phone service.

Any OpticalTel equipment is the responsibility of the unit owner. Therefore, we request that Set Top Box(es) and Internet devices are to be scheduled for return by calling Customer Service at the number listed above. **Do not remove any equipment attached to the wall.**

At no time, should management or the Board of Directors accept OpticalTel equipment for return.

Thank you.

OpticalTel Management